

POSITION TITLE: Customer Care Director (Ordinance Title: Executive 3)

Unit/Location: Customer Service and Energy Delivery Business Unit

Primary Duties: Provides strategic leadership for Joint Utility Call Center; Hearing Officer; Residential and Small C&I Customer, Large Customer Construction Management & Technical Assistance; Large Project Management, Credit, Customer Accounts, Office Services, and Meter Installation, Maintenance & Meter Reading. Directs the Utility's customer service activities including billing & accounting services, coordinating customer requests for new & enlarged electrical services, providing technical advisory services to customer's on electric service issues. Develops & applies utility customer service policies in the areas of customer service billing, rate ordinance interpretation, rate application billing practices application of metering technology and related activities. This position is responsible for a budget of approximately \$50-60 million. Decisions involve broad organizational policy regarding customer service that impacts all customers and business units within utility and other Departments across the city. Organizes the division to be the most effective and when implementing changes to benefit customers.

Examples of key responsibilities and deliverables includes, but are not limited to:

- Provides oversight of the call center designed to move the strategic direction of the joint SCL and SPU call center in a manner appropriate to the needs of the Department.
- Provides oversight for hearing officer who determines solutions to customer issues and payment adjustments.
- Provides oversight for all residential, small commercial & industrial and large customer construction activities including requests for new & enlarged services, resolution of technical service related problems and application of service policies & requirements.
- Oversees the management of the Combined Customer Service System for residential and small accounts and the Industrial/Commercial Subsidiary Billing for large customers.
- Oversees the development and execution of complex, high profile interagency projects and budgets that cross City of Seattle Department lines and require coordination of SCL's resources.
- Provides oversight for industrial, commercial, residential customer accounts in relation to credit, collections, revenue accounting, low income assistance and rate programs, bankruptcy and probate and damage claims.
- Provides oversight for Customer Accounts unit that is responsible for the utility's customer billing, auditing, monetary transactions and general account maintenance. Oversees the development, implementation and management of online customer services.
- Provides oversight for Office Services including operations of the employee store and mailing operations.
- Provides oversight for development and implementation of new meter technology and metering services.

Required Qualifications: A Bachelor's degree in engineering, planning, business administration, public administration or related field is required. Substantial management and leadership experience in customer service or related area of responsibility typically gained through 10 or more years progressively responsible assignments; at least 7 of which were as a manager or supervisor in a large, complex multicultural and diverse organization. Demonstrable knowledge of business process and performance metrics, effective and progressive customer service models, Utility operations and billing practices. Actively promote, support and manage key strategic City-wide initiatives including those related to fair and equal employment, diversity and justice in the workplace. Successful candidates must demonstrate their commitment to and involvement in activities that create and sustain a workforce free of racism and discrimination and that values multiculturalism and diversity as a workforce and community asset.

Desired Qualifications: A Master's degree and Utility experience preferred. Knowledge of public sector organizations practices, including labor relations. Skilled in creating and delivering public presentations to a variety of constituents, managing shifting priorities with very little direction, recruiting and managing a multicultural and diverse staff possessing various skills. Ability to foster and model effective customer service. Ability to coach, counsel and develop employees, including those of different racial, cultural and demographic backgrounds. Ability to provide management direction in an environment of change, willingness to make difficult and challenging decisions, provide clear expectations and directions, foster creativity and problem-solving; and perform the physical requirements and essential functions of the job.

Position Requirements: Security clearance and background check may be required. A five year driver's abstract must be submitted on request (regular City employees are excluded from the driver's abstract requirement)

How to Apply: For complete job description and instructions for applying, visit www.seattle.gov/light. Resumes must be submitted by midnight Sunday, November 6, 2005 to be considered.

[Click Here for Full Job Description](#)